

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2023134 OCTOBER 10, 2023

IHCP and Kepro remind providers to use correct NPI and IHCP Provider IDs on PA submissions

As announced in *Indiana Health Coverage Programs (IHCP) Bulletin BT202301*, Kepro is the new fee-for-service (FFS) prior authorization and utilization management (PA-UM) contractor for the IHCP nonpharmacy services. Kepro assumed PA-UM responsibilities on July 1, 2023.

The IHCP and Kepro remind providers to enter their National Provider Identifier (NPI) and a current, unexpired IHCP Provider ID on PA requests. Providers may have more than one IHCP Provider ID based on service location and the types of services provided. If a provider location previously failed to revalidate on time and had to complete a new provider enrollment application, the location will have an updated IHCP Provider ID. Providers should ensure the appropriate IHCP Provider ID is selected when submitting a PA request.

If a provider selects an expired IHCP Provider ID and NPI combination, the Atrezzo Provider Portal will provide the error, "Provider Is Not Currently Eligible To Provide Service During the Requested Time Frame." Providers can bypass this error, and the PA will continue to process. However, when the Atrezzo Provider Portal attempts to extract the PA to CoreMMIS, the extract will fail. This will cause claim payment issues within CoreMMIS if not corrected prior to claim submission.

Additionally, the IHCP and Kepro remind providers to select the group or billing NPI as the servicing provider when submitting a PA request, rather than a rendering provider's NPI. Selecting the incorrect NPI will result in the same error message, "Provider Is Not Currently Eligible To Provide Service During the Requested Time Frame." However, on this occasion, the PA cannot be submitted or processed until this error is resolved.

For questions about Kepro and the Atrezzo Provider Portal, please use the following contact information:

- Kepro email: INPriorAuthIssues@kepro.com
- Kepro Customer Service line: 866-725-9991
- Kepro fax number: 800-261-2774
- [Atrezzo Provider Portal](#), accessible at portal.kepro.com
- [Kepro Indiana Medicaid PA-UM FFS website](#), which includes previously recorded Atrezzo Provider Portal trainings (under Provider Education & Training)



QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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